

Civil Rights Compliance in Service Delivery Training AGENDA



- | | |
|-------|---|
| 8:30 | Welcome and Introductions |
| 8:35 | Pretest |
| 8:45 | Defining Civil Rights and Discrimination |
| 9:20 | Define Accessibility |
| 9:45 | Ten Commandments of Communications with Persons with disabilities |
| 10:10 | Break - 10 Minute |
| 10:20 | Review of Roles and Responsibilities of Key Agency Staff |
| 11:15 | Complaint Process and Procedures |
| 12:10 | Lunch Break |
| 1:00 | Review Laws - Case Study and Scenarios |
| 2:30 | Break - 10 Minute |
| 2:40 | Case Studies and Scenarios |
| 4:00 | Questions and Answers |
| 4:30 | Close/End |